

Business Results Team

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Business Results

- **This Category covers current levels and improvement trends for:**
 - ➔ **Customer satisfaction and dissatisfaction by customer segments**
 - ➔ **Product and service quality by appropriate segments**
 - ➔ **Financial performance**
 - ➔ **Human resource performance by employee types**
 - ➔ **Supplier and partner performance**
 - ➔ **Operational performance including key support functions**

Business Results

What does the data tell us?

- **Patent and Trademark overall customer satisfaction levels have remained in the 50-60% range for the past four years with key driver data showing some improvement**
- **Financial results indicate a healthy organization**
- **Employee overall satisfaction levels have remained in the 30-40% range over the last four years**
- **Patent and Trademark employee productivity continues to increase**
- **Patent and Trademark cycle times are on the rise**

Business Results

General Observations

- **Key processes are measured using a balanced family of measures**
- **PTO has begun to track progress and monitor trends**
- **Little comparative data exists**
- **More emphasis should be placed on root cause analysis**
- **PTO needs to develop a common language for measurement**